



# CITY OF HOUSTON

## Operational Readiness Report

July 2005

Terence Fontaine, Deputy Chief of Staff – Operations has created the Operational Readiness Report to track the performance of city departments. He and his staff have worked closely with the directors of various departments to ensure that these measurements are viable not only to the department but also to the constituents they serve. The Operational Readiness Report assesses effectiveness, functionality, deployment of technology and the flow of service. Through this report, department directors will be able to monitor trends and allocate available resources to optimize performance of city departments.

### **Chart 1**

#### *Solid Waste Department – Missed Heavy Trash Pickup*

Using the data from calls to 311 reporting missed heavy trash pickup, the Solid Waste Department is able to track efficiency of its operations. The red line on the graph represents the number of calls to 311 reporting missed heavy trash collection and the blue/white line displays the average response time for Solid Waste to pick up missed heavy trash. The gray line represents the department's goal of four days to pick up missed heavy trash.

### **Chart 2**

#### *Public Works and Engineering – Response Time for Reported Pothole Repairs*

The 311 system also tracks the response time for pothole repairs. The blue line indicated in Chart 2 displays the total number of reported potholes needing repair. The red line indicates the average number of days to repair reported potholes and the goal in days to fix potholes is represented by the yellow line.

### **Chart 3**

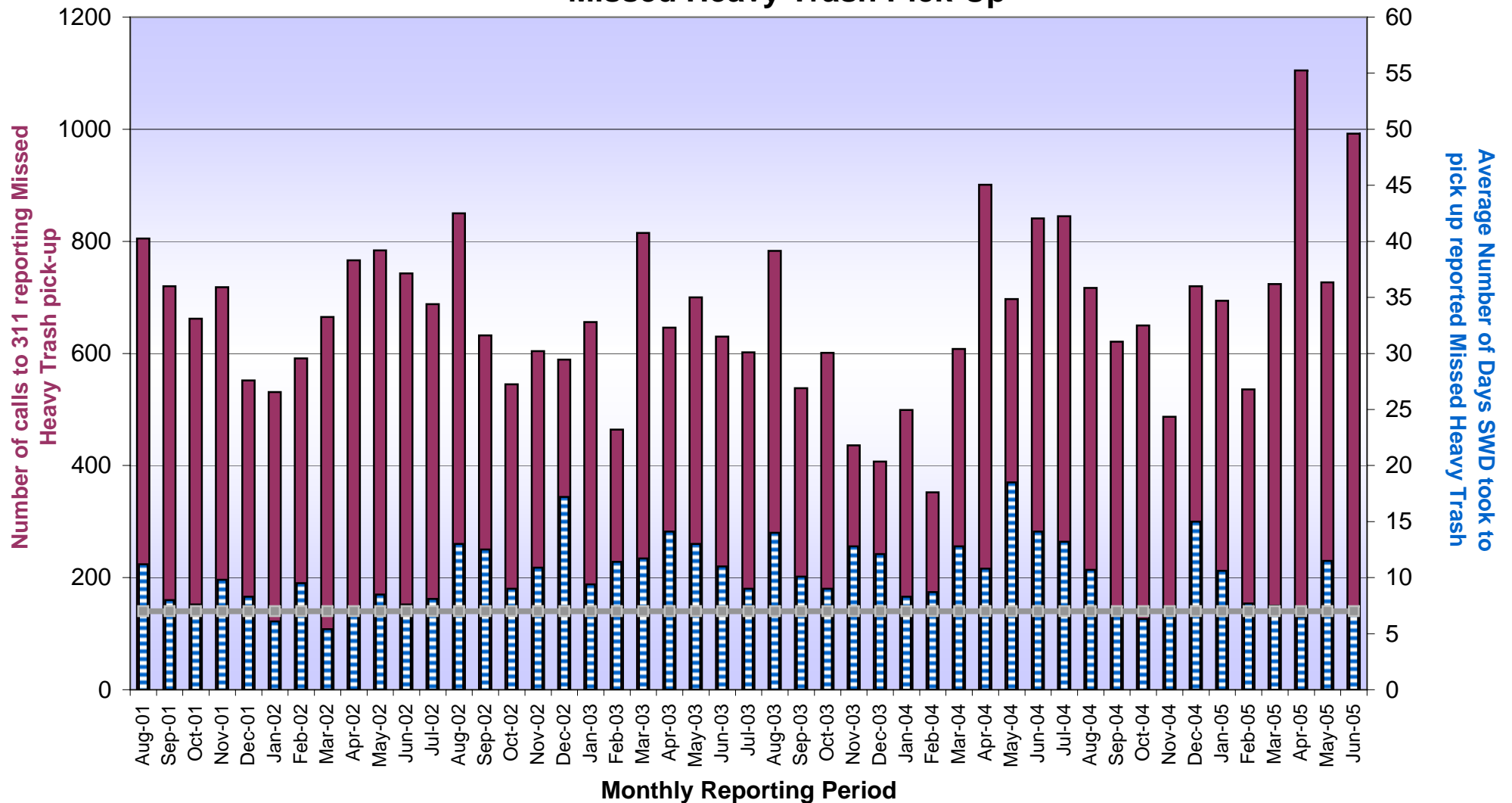
#### *Parks and Recreation Department – Mowing in City Parks*

In Chart 3, the Parks and Recreation Department uses data from calls made to 311 to track city parks that need mowing. The red line indicates the number of calls made to 311; the green speckled line indicates the average response time for the Parks Department to mow the called in area; and the gray line w/gray squares indicate the target response time in days for the Parks Department to mow the called in area.

For questions and comments about this report, please email [operations.feedback@cityofhouston.net](mailto:operations.feedback@cityofhouston.net).



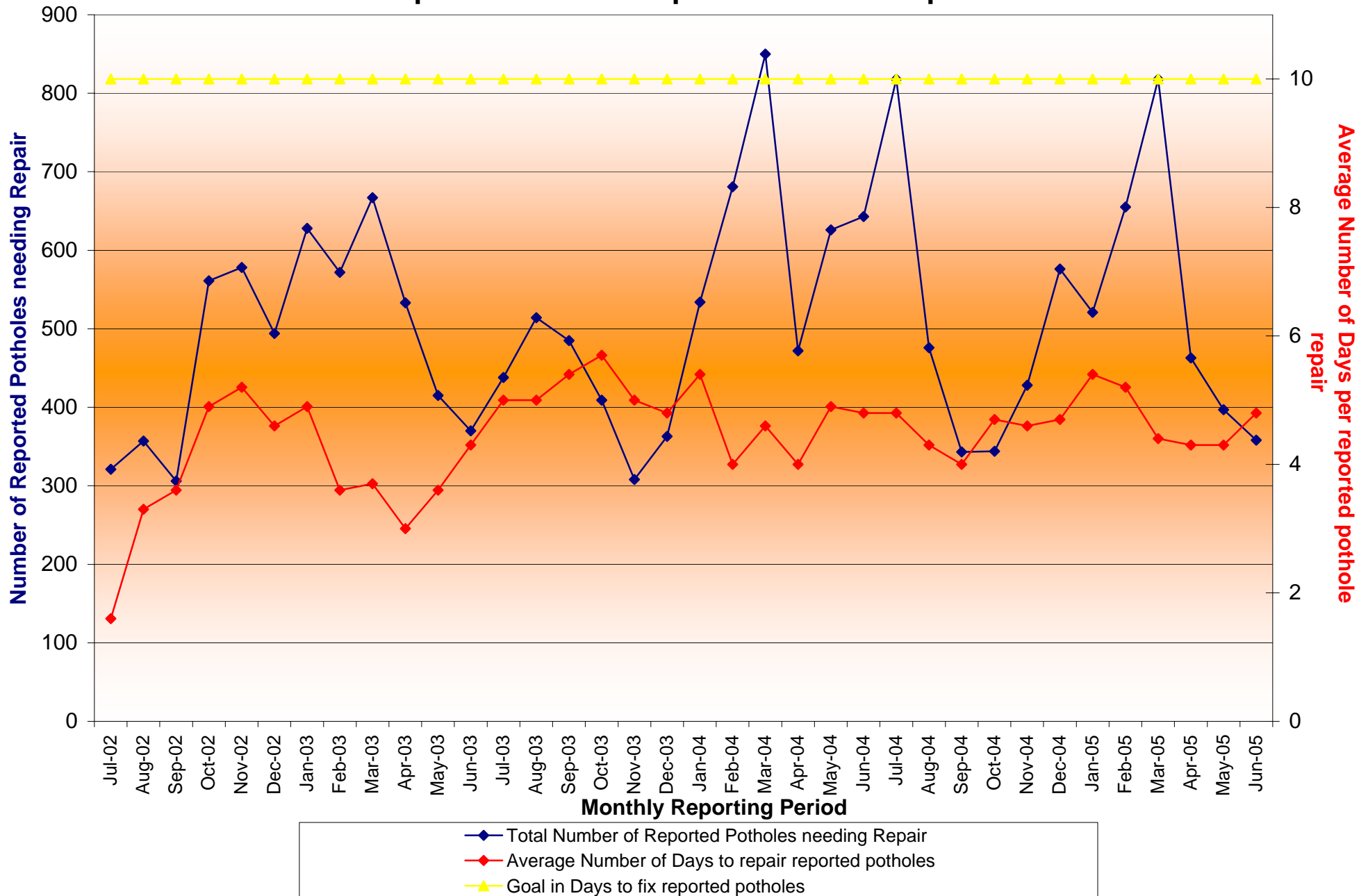
# Solid Waste Department Missed Heavy Trash Pick-Up



- Number of Calls to 311 regarding missed heavy trash pick-ups
- Average Response Time in Days for SWD to pick up missed Heavy Trash and close out ticket
- Target Response Time in Days for pick-up of reported missed heavy trash

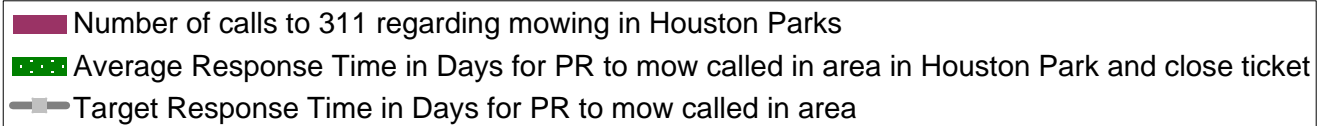
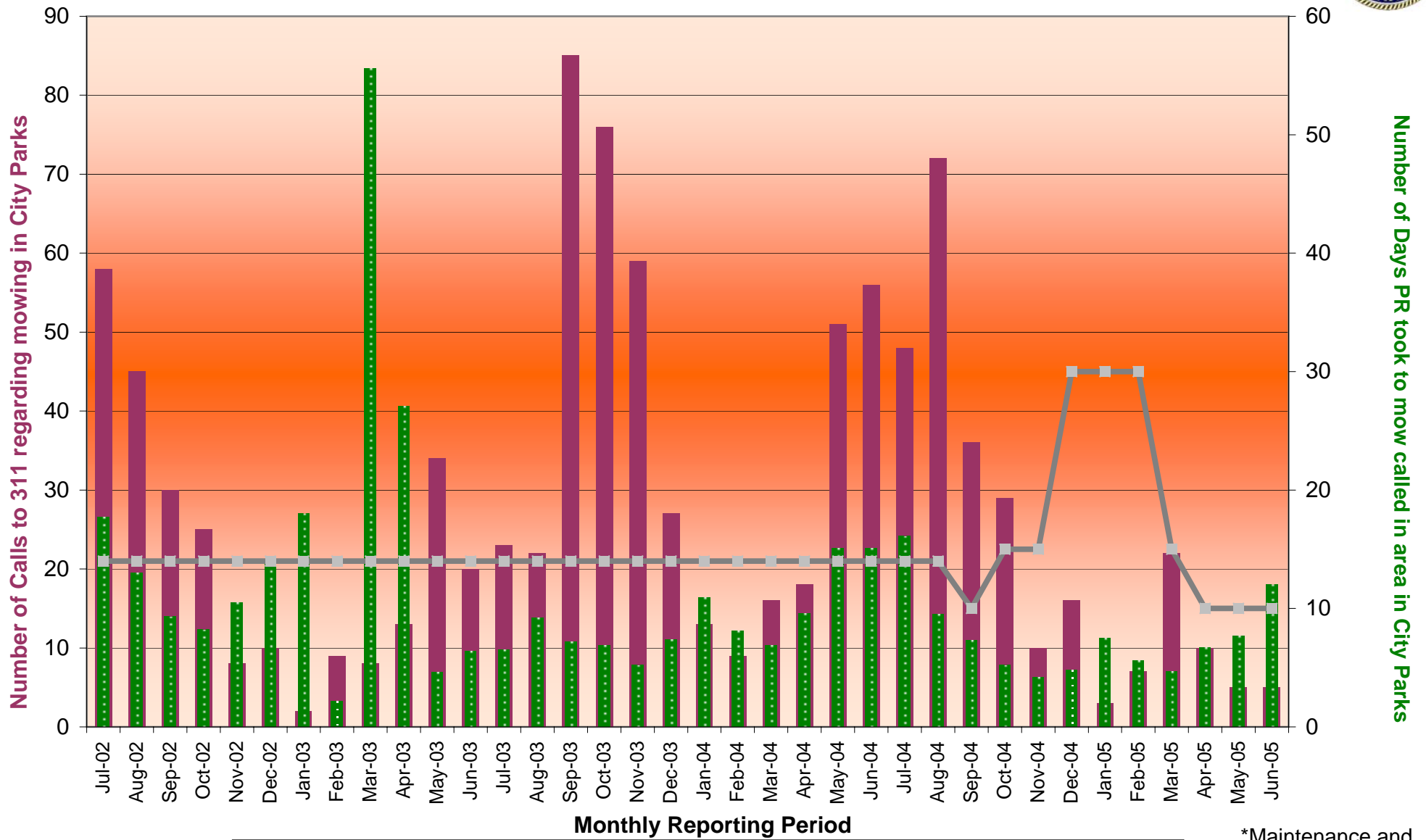


## Public Works & Engineering Response Time for Reported Pothole Repairs





# Number of calls to 311 regarding Mowing in City Parks



\*Maintenance and Mowing Cycles fluctuate depending on the season.